



Customer complaints procedures

All customer complaints made to BizOps Enterprises must be managed according to the following guidelines.

1. All complaints received by BizOps must be documented on the customer complaint feedback form
2. All customer complaints must be recorded in the customer complaint register.
3. All complaints must be acknowledged with customers within five working days.
4. In the first instance, complaints must be investigated by the staff member who receives the complaint.
5. If a staff member is unable to resolve the complaint, then they must inform their supervisor, team leader or manager immediately.
6. All actions taken to resolve a customer complaint must be recorded on the customer complaint form.
7. Customers must be informed of the results of any investigation made as a result of their complaints.
8. Any information gathered through the customer complaints process will be stored in accordance with the *Privacy Act 1988* (Cth), any state-based privacy Acts and the BizOps privacy policy.
9. If you identify that a new policy or procedure is required in response to a complaint, this new policy or procedure must be written, approved and implemented within seven working days by area managers, supervisors or team leaders.
10. Any complaints that cannot be resolved internally must be referred to mediation by an external party.

